



Complaint Handling & Service Recovery Masterclass

Administration, Communication & Customer Service

QGT-ADM-171 | Masterclass | 5 or 10 days | Online, classroom, in-house

Course overview

Complaint Handling & Service Recovery Masterclass is a senior-level masterclass on strategy and performance in Complaint Handling & Service Recovery. It covers the principles, the requirements of international service and communication best practice, and the practical methods used on site, with case studies from operations in the Gulf, Africa and worldwide. Available online, in the classroom in 60 cities, or in-house.

What participants will be able to do

- Explain the principles, terminology and scope of Complaint Handling & Service Recovery
- Apply the relevant requirements of international service and communication best practice
- Use practical tools, checklists and calculations with confidence
- Recognise common problems, risks and root causes and choose the right corrective action
- Build a business case and roadmap their leadership team can act on

Who should attend

Designed for administrative staff, executive assistants, marketing, sales and customer-facing teams in senior and leadership roles.

Course outline (5 days)

Day 1: Strategic view of Complaint Handling & Service Recovery

Trends, regulation and what leading companies do differently

Day 2: Benchmarking and performance

KPIs, maturity models and gap analysis

Day 3: Lessons from major incidents and projects

Decision points that changed outcomes

Day 4: Leading the change

Building the business case, budget and team capability

Day 5: Masterclass forum

Expert panel, peer exchange and personal roadmap

What the 10-day edition adds

Day 6: Applied project, part 1 – Apply the week-one methods to a case from your organisation

Day 7: Data and digital tools – Software, spreadsheets and digital tools used in practice

Day 8: Lessons from incidents and audits – What investigations and audit findings teach

Day 9: Applied project, part 2 – Complete, test and refine your solution

Day 10: Presentations and final assessment – Present to the group and complete the final assessment

Fees (USD per participant)

Duration	Live online	Classroom	In-house
5 days	\$3,000	\$5,500	On quote
10 days	\$5,500	\$9,900	On quote

Fees include course material and certificate of completion; classroom fees include refreshments and lunch. In-house training is priced per group.

Dates and cities 2027–2030

Dates	City	Format	Duration	Fee
18–22 Jan 2027	Amsterdam	Classroom	5 days	\$5,500
12–23 Apr 2027	Frankfurt	Classroom	10 days	\$9,900
21–25 Jun 2027	Rome	Classroom	5 days	\$5,500
26 Jul – 6 Aug 2027	Lagos	Classroom	10 days	\$9,900
20–24 Sep 2027	Online (live)	Online (live)	5 days	\$3,000
27–31 Mar 2028	Geneva	Classroom	5 days	\$5,500
8–19 May 2028	Copenhagen	Classroom	10 days	\$9,900
10–14 Jul 2028	Abu Dhabi	Classroom	5 days	\$5,500
17–28 Jul 2028	Zurich	Classroom	10 days	\$9,900
27 Nov – 1 Dec 2028	Online (live)	Online (live)	5 days	\$3,000
2–6 Apr 2029	Cape Town	Classroom	5 days	\$5,500
4–15 Jun 2029	Kigali	Classroom	10 days	\$9,900
6–10 Aug 2029	Baku	Classroom	5 days	\$5,500
9–20 Sep 2029	Kuwait City	Classroom	10 days	\$9,900
5–9 Nov 2029	Online (live)	Online (live)	5 days	\$3,000
4–8 Feb 2030	Nairobi	Classroom	5 days	\$5,500
8–19 Apr 2030	Houston	Classroom	10 days	\$9,900
28 Jul – 1 Aug 2030	Amman	Classroom	5 days	\$5,500
11–22 Aug 2030	Alexandria	Classroom	10 days	\$9,900
9–13 Sep 2030	Online (live)	Online (live)	5 days	\$3,000

How to register

Register online or scan the code

<https://qimmatrainig.com/courses/complaint-handling-and-service-recovery-masterclass/>

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